

20 November 1978

NOTE FOR: Chairman, ADMAG

FROM : [REDACTED]

SUBJECT : Suggestion and Achievement Awards Program

Certainly, a key question concerning the Agency Suggestion and Achievement Awards Program is whether employees are receiving fair evaluations of their suggestions in a timely manner. In our discussions with the program staff there appeared to be a lack of data on just these points: fairness and timeliness.

I offer the following approaches that collectively address this problem:

1. Establish an audit program focusing on the quality of justifications provided when suggestions are declined.
2. Expand the data collection efforts to address:
 - a. decline rates by evaluating office
 - b. average amount of award by evaluating office
 - c. average time delays in evaluating office

The purpose of the above data is to establish guidelines whereby office performance can be judged.

3. Prepare a questionnaire that requests the suggestors views on the administration, fairness and timeliness of the program. This questionnaire should be filled out by all suggestors when they are informed of the disposition of their suggestion.

The data gleaned from the three approaches can be used to ascertain if there is a problem; and, if so, its nature and magnitude.

Finally, one problem can be attacked directly: Suggestors are not kept informed on the status of their suggestions. To ameliorate this situation, I suggest that an effort be made to report to suggestors the status of their suggestion on a regular basis (for example, quarterly).

I think it would be useful if ADMAG informally discussed the above issues with the suggestion program staff before proceeding to offer any formal recommendations.

25X1A

